

AT&T Wire Center Trials:

Data Collection and Reporting for 2nd Quarter, 2015

September 30, 2015



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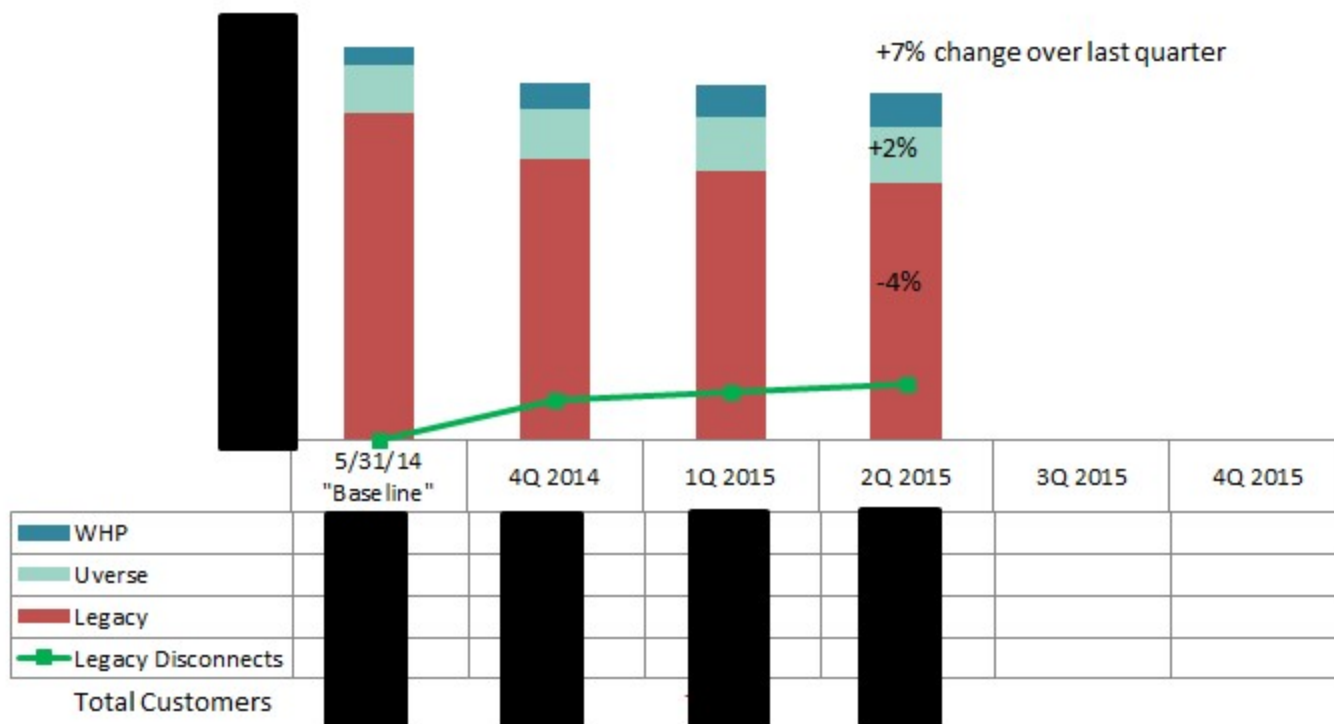


Transition Progress Report

Description: Consumer and business customer activity transitioning from legacy TDM to IP service offerings within the trial wire centers



Consumer Service Transition Report – Carbon Hill, AL

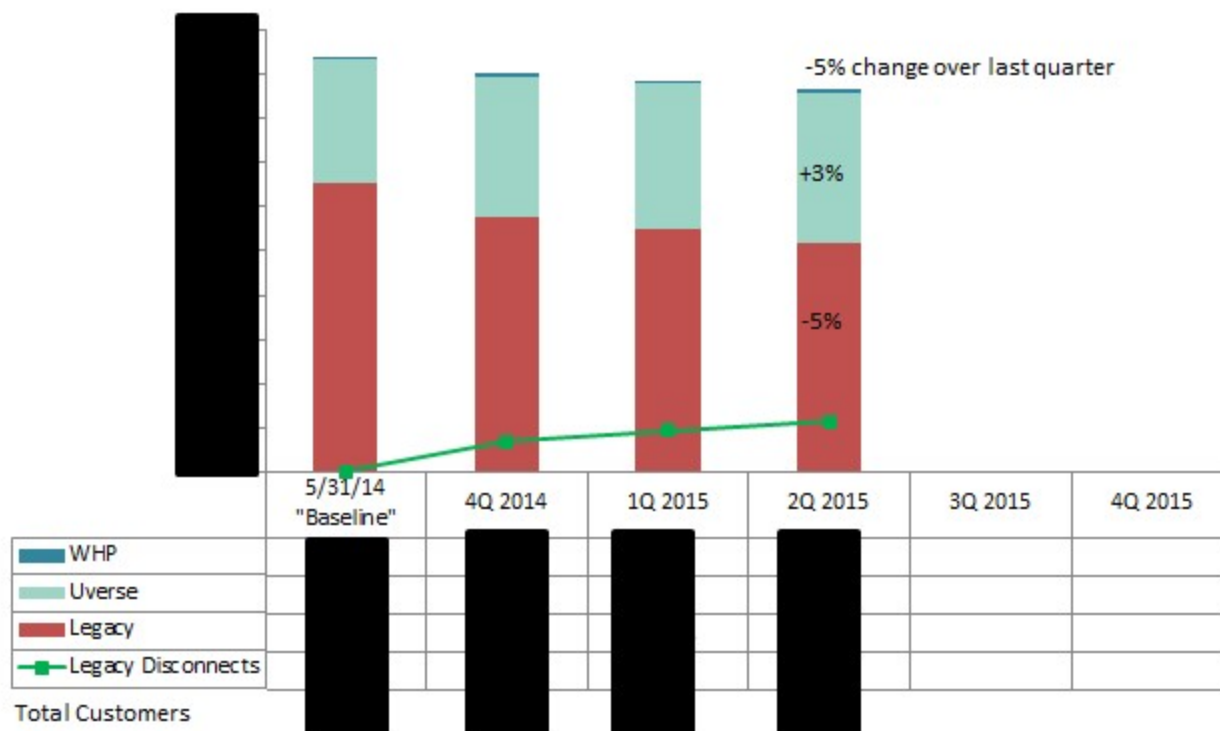


Legend

WHP	Wireless Home Phone and Wireless Home Phone with Internet - This is the number of new consumer WHP accounts and former legacy customers who have migrated to WHP.
U-verse	U-verse Voice and Internet or U-verse Voice, Internet and Video - This is the number of new consumer U-verse accounts and former legacy customers who have migrated their TDM service(s) to Uverse.
Legacy	TDM POTS and DSL - This is the number of legacy customer service accounts and includes both baseline (i.e., pre-existing) accounts and well as any newly established accounts.
Legacy Disconnects	TDM POTS and DSL baseline disconnects - This is the number of customer legacy accounts that disconnected service and did not select one of AT&T's IP replacement services.



Consumer Service Transition Report – Kings Point, FL



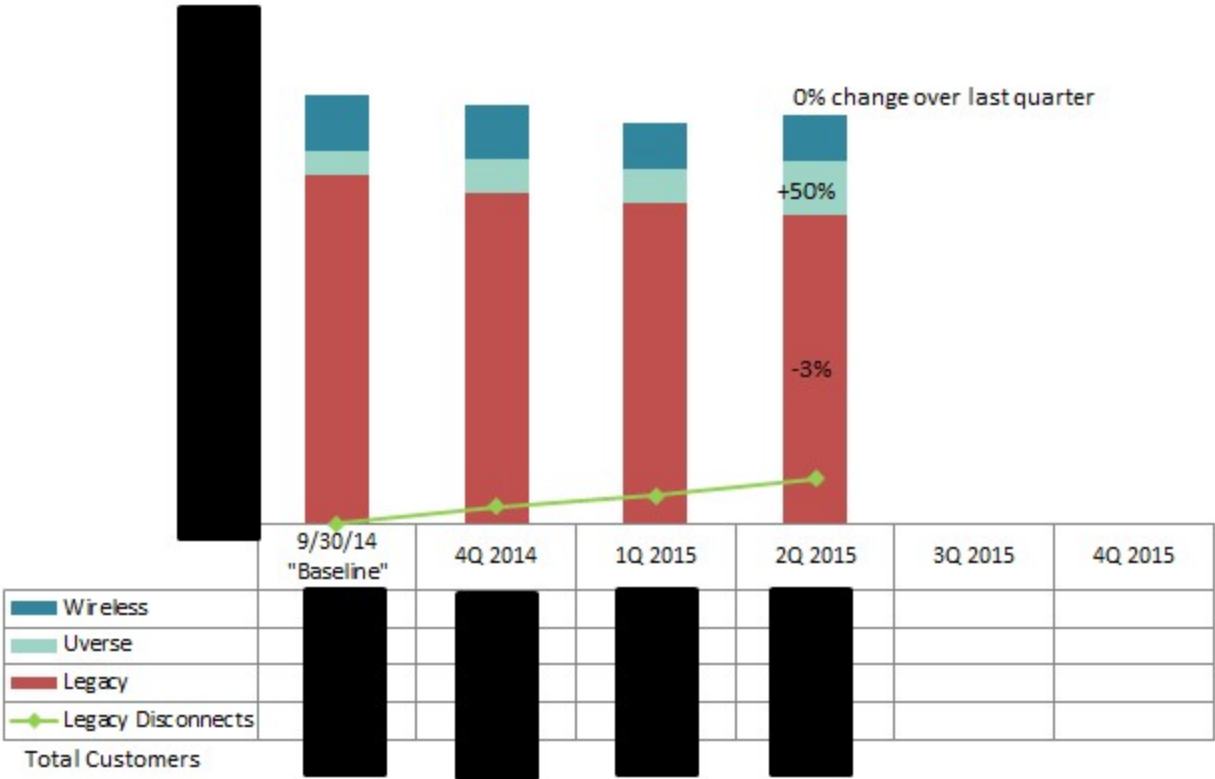
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Legacy Disconnects	TDM POTS and DSL baseline disconnects - This is the number of customer legacy accounts that disconnected service and did not select one of AT&T's IP replacement services.



Simple Business Service Transition Report

Carbon Hill, AL (business accounts with less than 7 lines)



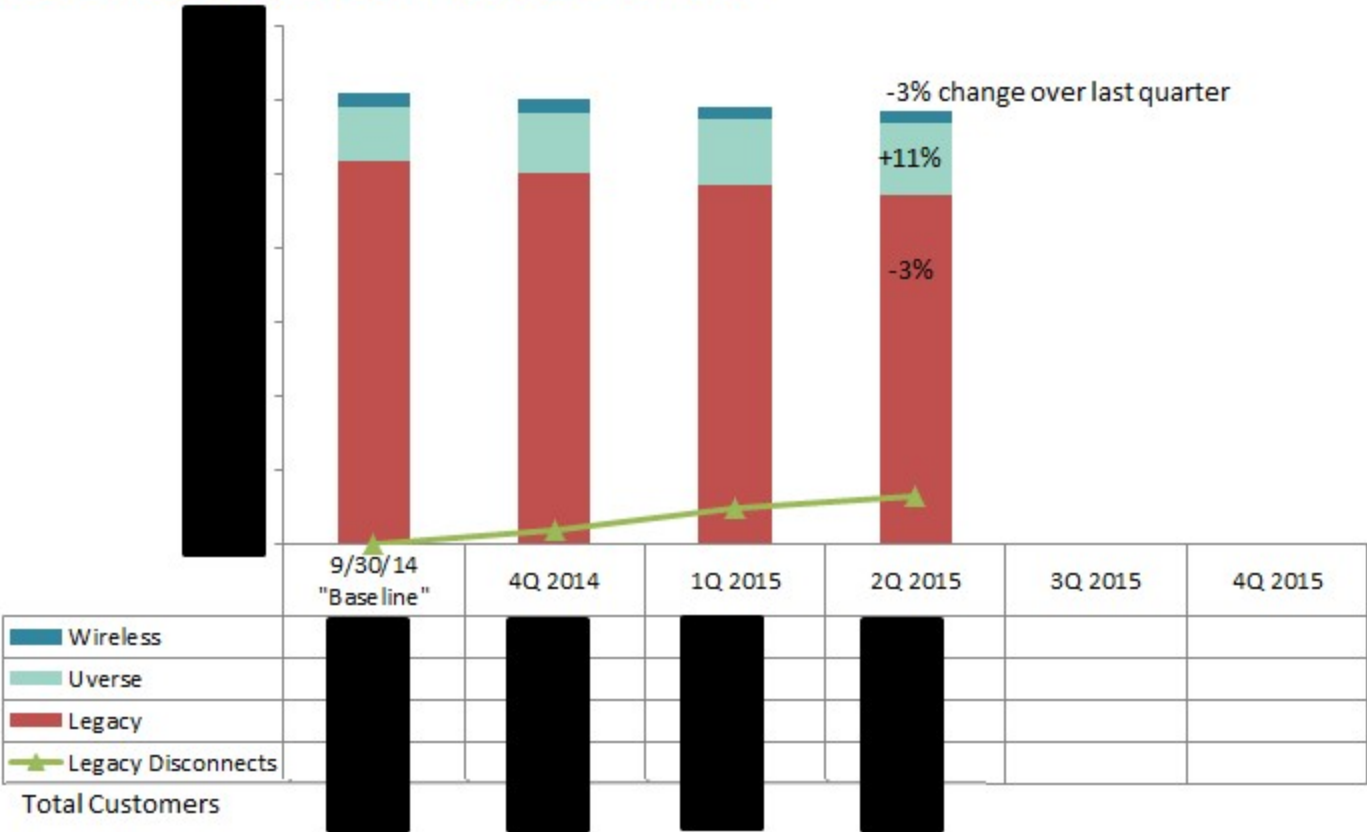
Legend

WHP	Wireless Home Phone and Wireless Home Phone with Internet - This is the number of new business accounts and former legacy customers who have migrated to WHP.
U-verse	U-verse Voice - This is the number of new business U-verse accounts and former legacy customers who have migrated their TDM service(s) to U-verse.
Simple Legacy	TDM POTS (<7 lines) and DSL - This is the number of customer Legacy accounts and include both new and "Baseline"
Legacy Disconnects	TDM POTS and DSL baseline disconnects - This is the number of customer legacy accounts that disconnected service and did not select one of AT&T's IP replacement services.



Simple Business Service Transition Report

Kings Point, FL (business accounts with less than 7 lines)



Legend

WHP	Wireless Home Phone and Wireless Home Phone with Internet - This is the number of new business accounts and former legacy customers who have migrated to WHP.
U-verse	U-verse Voice - This is the number of new business U-verse accounts and former legacy customers who have migrated their TDM service(s) to U-verse.
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Customer Migration Plans and Issues

Description: A summary of trial-specific service migration plans and how customers are responding.



Consumer Account Migration Plans and Issues

Sales and Marketing Initiatives

AT&T continued its marketing campaign to migrate eligible consumers to IP products in the two trial wire centers

- The second quarter 2015 marketing campaign included promotional offers for:
 - U-verse Voice and Broadband Double Play - (April)
 - U-verse Voice, Broadband and U-verse TV Triple Play – (May)
 - U-verse Broadband and U-verse TV Double Play - (June)
 - U-verse Voice offer for customers who already have IP Broadband and/or U-verse TV (April-June)
 - Customers in the IP Red areas received an offer for Wireless Home Phone. (April – June)
- New offers are planned for next quarter.

Migrations to AT&T IP products and services are continuing but at a slower pace than the last two quarters.

- Overall calls into the dedicated call centers have declined by 12% over last quarter
- Overall migrations are down 31% since last quarter. This may be due to the seasonal moves in the Delray Beach wire center.
- As in the in prior reports, customers who declined to migrate to WHP expressed concerns regarding 911 calls and compatibility with medical devices, home security alarms and fax machines.



Consumer Account Migration Plans and Issues

IMS Tool, Wireline Channel:

- The dedicated sales center created [REDACTED] tickets, [REDACTED] of those were trial related

Tickets	
Non-Trial: Questions not related to the trial	[REDACTED]
Billing: Billing Issues related to adjustments, promotional rates and rate inquiries.	[REDACTED]
Ordered IP Products: [REDACTED] customers migrated to WHP or U-verse Voice; [REDACTED] POTs Customers declined offer to migrate to U-verse Voice or WHP. Reasons for not moving to U-verse: no computer, snowbird, HOA covers Internet and cable. Reasons for not moving to WHP: poor signal strength and compatibility with security alarm, medical devices, life alert	[REDACTED]
Service Outages, slow installation times:	[REDACTED]
Service Availability: [REDACTED] related to availability, product functionality including Caller ID, VOIP features and functionality, availability of standalone VOIP.	[REDACTED]
Disability: [REDACTED] inquiry regarding a phone device designed for hearing issues.	[REDACTED]
Cancel Service: Bill too high, moving, not using, technical issues	[REDACTED]
Total Records	[REDACTED]



Consumer Account Migration Plans and Issues

IMS Tool, Mobility Sales Channel:

In 2Q15, the Mobility Care Center tracked issues related to WHP and WHP with Internet (WHPI)

Category	Calls
Non-Trial Related	█
Consumer Protection: Includes mostly billing related issues, information accuracy and information education requests	█
Universal Service: █ calls related to product functionality and dissatisfaction with service including █ calls resulted in service cancellation. █ calls were related to port status.	█
Public Safety: 911 emergency response, Network Reliability	█
Accessibility: Customer Service for Disable	█
Total Records Reviewed:	█

Office of the President:

In 2Q15, the Office of the President tracked █ issues from customers in the two trial wire centers

Category	Calls
Non-Trial Related: POTS related complaints/U-verse TV █	█
Consumer Protection █ FCC complaint - regarding billing. Sales rep. did not adequately explain the charges for the services.	█
Universal service █ FCC complaint - Faulty equipment caused service problems.	█
Public Safety: U-verse Service Outages	█
Accessibility: Customer Service for Disable	█
Total Records Reviewed	█

Lessons Learned to Date

- Customer response to our promotional offers is diminishing
- Customer issues are consistent with non-trial markets
- Top calling reasons: non trial related and trial related billing; expired promotions



Consumer Account Migration Plans and Issues

Interactive Voice Response (IVR) System Report:

- Except for repair calls, trial participants who call into AT&T's customer care number are automatically directed to a dedicated trial call center. Repair calls are routed to a repair center
- A weekly IVR report is used to track the number of calls coming into the dedicated trial center related to either U-verse or legacy services and the general reason for each call
- Data from this report can also be used to get a general picture of the types of calls the dedicated center is handling

Total Call Volume

2Q15	U-verse	Legacy
Total Calls Route thru IVR		
Percent Split (100% across)	38.8%	61.2%
Cancel Service *	36.4%	63.6%
Billing: Includes all billing inquires (100% down)	47.3%	42.4%
Payment : Includes bill pay, payment inquiries, confirm payment, set-up auto payment	12.6%	11.1%
Acquire Service: Includes U-verse, Internet, other	5.3%	7.3%
Lifeline	0.3%	0.3%
Other: restore service, check status, change/moves, collections	34.5%	38.9%

Calls from New IP and Migrated Customers

2Q15	U-verse
Billing: Includes all billing inquires	
Payment : Includes bill pay, payment inquiries, confirm payment, set-up auto payment	
Acquire Service: Includes U-verse Internet, other	
Lifeline	
Cancel Service	

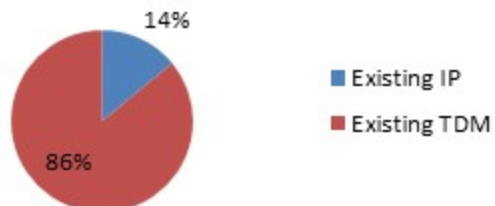


Small Business Account Migrations – 2Q15 Summary

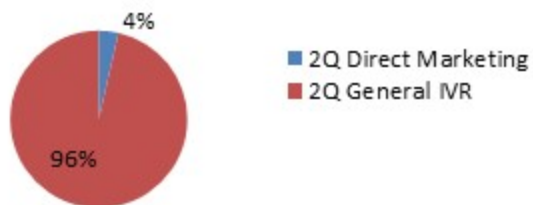
Activity Summary

Activity	Date	Customers	Results
U-verse Marketing Campaign - [REDACTED]	June 2015	[REDACTED] Customers Targeted	[REDACTED] New Migrations
U-verse Product Surveys	April - June	[REDACTED] New Customers Targeted	[REDACTED] Completed Surveys

Percent of Customer who Called with existing IP vs. TDM



Percent of Customers who called the direct marketing 800 number vs. general IVR calls



[REDACTED] Total Calls were received in 2Q15

[REDACTED] total small business calls were recorded/evaluated as part of the trial in 2Q15

[REDACTED] TDM to IP sales were recorded in 2Q15

Similar to the prior quarter, the ability to reach customers and encourage them to convert continues to be a challenge.

Call volumes continue to be mostly about TDM services. Customer calls with existing IP services increased from 8% in 4Q14 to 16% in 1Q15 and slightly declined to 14% in 2Q15.

Direct mail marketing efforts to eligible base have had [REDACTED] response in 1Q and 2Q. Alternative methods and approaches are being reviewed to reach additional customer base.



Small Business Account Migration Plans and Issues

IP Eligibility in 2Q15

2Q15 Eligibility:

██████% of Small Business customers who called into the centers are ineligible for IP services

3-6 Line U-verse Voice has launched in select markets. Based on these select markets, we anticipate that it will become available in the trial areas by ██████████

2Q15 Eligibility

- ██████% of calls in 2Q were from customers eligible for U-verse Voice
- ██████% of calls in 2Q were from customers outside the IP wireline footprint
- ██████% of calls in 2Q where products are not yet available due to size (e.g., 3-6 lines) or application issues (e.g., alarm lines, elevator phones).
- ██████% are: customers who haven't paid their bills; AT&T could not authenticate their account; or declined use of their CPNI.



Small Business Account Migration Plans and Issues

2Q15 "Ineligible" Analysis

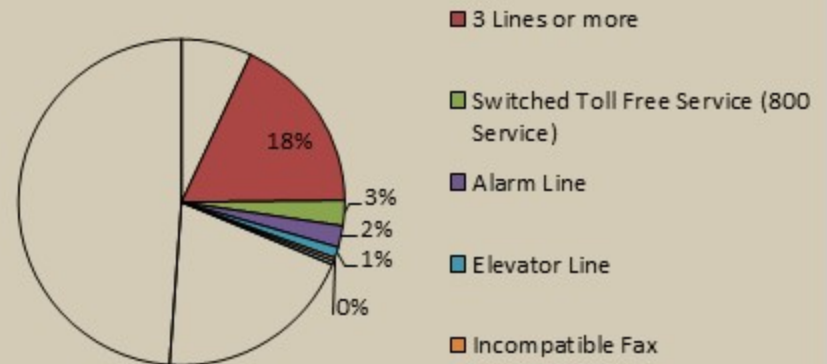
Ineligibility Analysis

In 2Q15 █% of TDM customers that are within the IP wireline footprint (IP Green) were unable to migrate due to current product feature gaps and/or are waiting for future products. This is down from █% in 1Q15. The current largest group of customers are those with 3 or more lines.

Top 6 Ineligible Reasons

1. Customers has 3 or more lines (18%)
2. Customer has Switched Toll Free (800) Service (3%)
3. Customer has an alarm Line (2%)
4. Customer has a elevator line (1%)
5. Incompatible fax (<1%)

IP Ineligible Gap Details



Small Business Account Migration Plans and Issues

2Q15 IP Inbound Call Activity

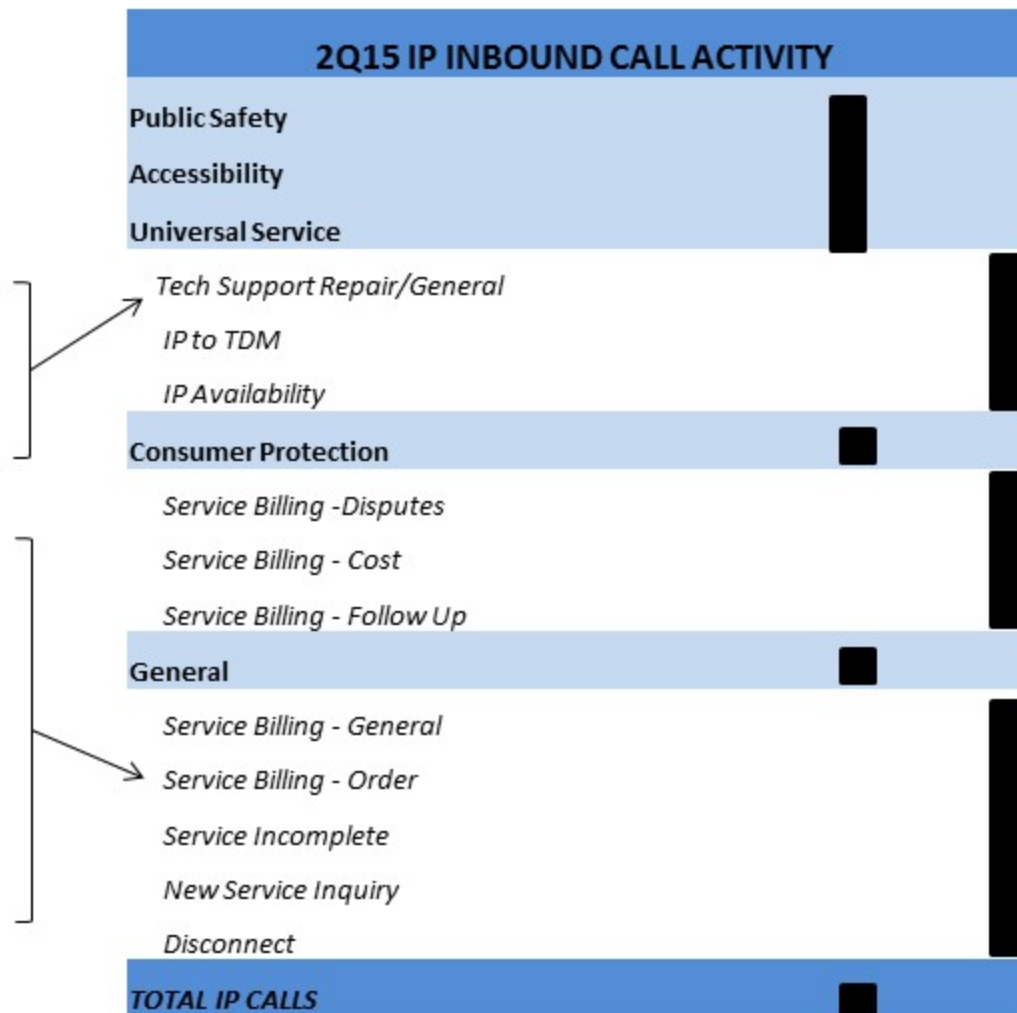
General questions made up the highest number of calls. Of those, the highest sub-activity were billing disputes.

Tech Support Repair/General:

- Repair – service not working (■)
- General tech support (■)
- Tech did not show up (■)

IP Billing Disputes:

- Order was not issued properly (■ Customer received incorrect bill: Bill name was incorrect and needed correction. Restoral fee adjusted.
- Customer Claims they didn't order (■: Removed service and adjusted
- Incorrectly quoted charges/billing at sale (■): ■ were passed to additional support for help. ■ were provided adjustments



Small Business Account Migration Plans and Issues

Key Learnings

1. Future Products and Enhancements are Key -

- In 2nd quarter [REDACTED] % of customers that contacted our centers were eligible to migrate to IP service.

[REDACTED]

2. Remaining Eligible Customers –

[REDACTED]



Small Business Account Migration Plans and Issues

Customer Surveys

AT&T attempted to obtain [REDACTED] surveys in 2Q15. Could not reach [REDACTED] and [REDACTED] refused. Thus there is no survey data for 2Q15.



Large Business Account Migration Plans and Issues

Proactive customer contact: There are [REDACTED] new large business customers that will be contacted by their AT&T sellers and notified about the ongoing trial.

Details of Reporting Components:

[REDACTED] Business Customers in Carbon Hill, AL Wire Center

[REDACTED] Business Customers in Delray Beach, FL Wire Center

[REDACTED] Business Customers in both Wire Centers

[REDACTED] Business Customers disconnected various services provided by AT&T

Reporting Capabilities:

- o Large Business Customers with TDM services have declined from 1Q15 to 2Q15 from 102 to 96
- o Current reporting capabilities do not provide data showing whether these are due to competitive loss or IP migration
- o AT&T expects to have reporting capability for Complex Business Accounts for the 4Q15 reporting period

Feedback themes remain similar to previous quarterly updates:

Timing:

- Customers express interest in understanding the features and benefits of the IP replacement products and that specific planning discussions are premature until grandfathering actions are taken on specific products.



Network Performance

AT&T has retained its business-as-usual network performance reporting processes for purposes of the wire center trial. Thus, there are some modest differences among these metrics due to the location in the network at which a defect can be observed.

Regardless, it is still possible to reach conclusions about the significant and comparable performance of these networks.

Description of terms:

TDM Defects Per Million (DPM) (calculated: $\text{total blocked calls} / \text{total attempts} \times 1\text{M}$):

For TDM, the DPM metric includes defects attributed to the regional (inter-office) and long distance network events, like equipment, engineering, transport, process or software. A defect is defined as a blocked or dropped call.

VoIP DPM (calculated: $\text{total defects} / \text{total attempts} \times 1\text{M}$): For VoIP (both CVoIP and BVoIP), the DPM metric includes defects attributable to the local access network, transport and switching network, call set up and border control functions, including process and software related defects. A defect is defined as a blocked or dropped call.

Wireless Network Performance: Measurement of Accessibility and Retainability, which defines the customer's ability to make and retain a call on the wireless network. Accessibility = percent of attempted calls that are successfully established and allow voice communication to begin while Retainability = percent of voice calls that are successfully carried for the duration of the conversation. These measurements are taken for calls carried on the AT&T cell sites serving the trial wire centers.

FCC Reportable Outages: a report summarizing network outages that affected voice services in a trial wire center area that were reported to the FCC via NORS, pursuant to 47 CFR Part 4.



Defects Per Million for TDM

Location		2014 4Q	2015				2016			
			1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q
Trial	Carbon Hill, AL	████	████	████						
	West Delray Beach, FL	████	████	████						
Control	Ohatchee, AL	████	████	████						
	Boca Raton Sandal Foot, FL	████	████	████						

Success Rate for TDM

Location		2014 4Q	2015				2016			
			1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q
Trial	Carbon Hill, AL	████	████	████						
	West Delray Beach, FL	████	████	████						
Control	Ohatchee, AL	████	████	████						
	Boca Raton Sandal Foot, FL	████	████	████						



Defects Per Million for Consumer-VoIP

Location		2014 4Q	2015				2016			
			1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q
Trial	Carbon Hill, AL	████	████	████						
	West Delray Beach, FL	████	████	████						
Control	Ohatchee, AL	████	████	████						
	Boca Raton Sandal Foot, FL	████	████	████						

Success Rate for Consumer-VoIP

Location		2014 4Q	2015				2016			
			1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q
Trial	Carbon Hill, AL	██████	██████	██████						
	West Delray Beach, FL	██████	██████	██████						
Control	Ohatchee, AL	██████	██████	██████						
	Boca Raton Sandal Foot, FL	██████	██████	██████						



Defects Per Million for Business-VoIP

Location		2014 4Q	2015				2015			
			1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q
Trial	Carbon Hill, AL	■	■	■						
	West Delray Beach, FL	■	■	■						
Control	Ohatchee, AL	■	■	■						
	Boca Raton Sandal Foot, FL	■	■	■						

Success Rate for Business-VoIP

Location		2014 4Q	2015				2016			
			1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q
Trial	Carbon Hill, AL	■■■■■	■■■■■	■■■■■						
	West Delray Beach, FL	■■■■■	■■■■■	■■■■■						
Control	Ohatchee, AL	■■■■■	■■■■■	■■■■■						
	Boca Raton Sandal Foot, FL	■■■■■	■■■■■	■■■■■						



Wireless Accessibility

Location		2014 4Q	2015				2016			
			1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q
Trial	Carbon Hill, AL									
	West Delray Beach, FL									
Control	Ohatchee, AL									
	Boca Raton Sandal Foot, FL									

Wireless Retainability

Location		2014 4Q	2015				2016			
			1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q
Trial	Carbon Hill, AL									
	West Delray Beach, FL									
Control	Ohatchee, AL									
	Boca Raton Sandal Foot, FL									

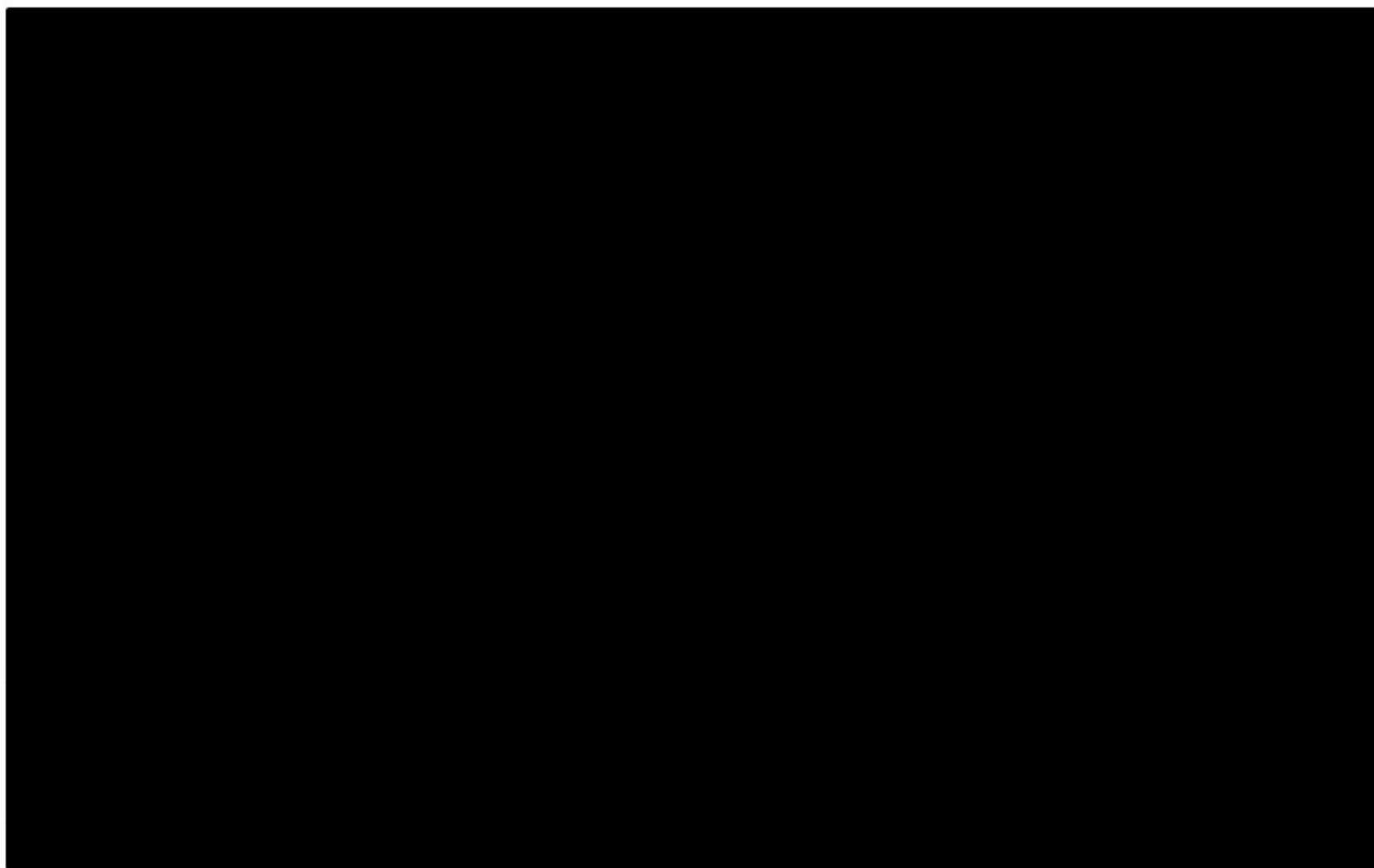


FCC Reportable Outages

Location		2014	2015				2016			
		4Q	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q
Trial	Carbon Hill, AL	■	■	■						
	West Delray Beach, FL	■	■	■						
Control	Ohatchee, AL	■	■	■						
	Boca Raton Sandal Foot, FL	■	■	■						



FCC Reportable Outage Detail



REDACTED - FOR PUBLIC INSPECTION



Access by Persons with Disabilities

Description: A summary of trial-specific customer issues. Reports will be based on customer perception, not actual AT&T performance. Customer issues will be sorted by trial location and customer segment (i.e., consumer and business). Data elements will include the number of issues by location, category and subcategory.



Disability & Accessibility Update: May – August 2015

- AT&T continues to incorporate community feedback to identify, connect with and support customers with disabilities in each of the trial locations.
- AT&T has engaged the American Association of People with Disabilities (AAPD) to:
 - Provide leadership.
 - Identify customers with disabilities through a network of organizations in the trial locations.
 - Identify disability leaders and organizations in both trial locations, and connect them with AT&T teams.
 - Develop educational materials about the IP transition for people with disabilities.
- In the second quarter of 2015, AAPD has convened or attended 4 events/meetings with local disability organizations in Carbon Hill and the West Delray Beach area to provide information about the trials and respond to questions and concerns.
- AAPD has participated in community events alongside AT&T to provide information about how the IP trials will impact people with disabilities.
- No areas of concern were identified in 2Q15.



Community Outreach

Description: Trial States Overview of Events, Activities, Collateral from May 2015—August 2015



Summary of trial site activities, May—August 2015

Between May 1 and August 31, 2015, AT&T has continued to conduct its customer and community-focused outreach and education efforts in the trial locations of Carbon Hill, Alabama and the West Delray Beach area of Florida. AT&T's trial focused outreach in these communities commenced in late February 2014, immediately following the company's proposed selection of these locations for multi-year, Federal Communications Commission (FCC) overseen technology trials.

In both Carbon Hill and the West Delray Beach area, community, customer and audience-specific outreach efforts are designed and undertaken in order to:

1. Share information about the trials and answer questions about their impact on customers and these communities.
2. Engage and educate targeted audiences (including seniors, customers with disabilities in particular) to provide trial specific information and help them understand the benefits that Internet Protocol (IP) enabled products and connections make possible.

Ongoing outreach to, and partnerships with, local and national seniors, disability-focused and consumer groups continues. The purpose of this is to work with these organizations on trial education and outreach to their members and the particular audiences in the trial communities these organizations serve.



West Delray Beach, Florida



Summary of events in West Delray Beach, FL May—August 2015

Five total events and meetings between May and August 2015:

- One meeting with the American Association of People with Disabilities (AAPD) at the South County Civic Center
- One senior tech training event
- A site visit by the RAND research team conducting the FCC on the Carbon Hill Trial
- An informational event held in partnership with AT&T Home Solutions to answer questions and provide information to customers in West Delray Beach who will receive access to products and services including AT&T U-verse® as a result of the trial.
- One meeting with Consumer Action to discuss AT&T's partnership with the group and with local organizations on a series of events, information sessions and trainings to be held in the fall on various issues and how technology, products and services can help community members.

Upcoming events in the second half of 2015 include:

- More than a dozen planned training sessions to be conducted in partnership with Consumer Action and location organizations including, Lighthouse for the Blind of the Palm Beaches, the Literacy Coalition of Palm Beach, the University of Florida Cooperative extension, homeowners associations (HOA) and local faith-based organizations.
- Continued outreach to, and engagement of, local and national seniors, disability and consumer groups and organizations, including work and meetings with: the American Association of People with Disabilities (AAPD), local disability organizations and Consumer Action.
- Potential tech trainings with local disability organizations based on their guidance. Potential general consumer tech trainings to be conducted in partnership with Consumer Action.
- An HOA Vendor Fair, to be conducted with AT&T Home Solutions.
- Outreach to West Delray Beach area public schools to promote awareness of parental control applications.





Meeting Consumer Demand for advanced Internet-based services



New Connections on the Horizon for West Delray Beach community

By Joe York, AT&T President — Florida, Puerto Rico & US-VI

As you may know, AT&T has announced the selection of the West Delray Beach area of Florida as one of two locations nationwide for a multi-year technology trial to be overseen by the Federal Communications Commission (FCC). This pilot program will shape AT&T's efforts to develop new products and processes in the West Delray Beach community — and nationally. The announcement is in response to a request by the FCC to companies to submit proposals to conduct trials where connections and services would be rolled out and

offered to customers.

It's the story you don't want to miss.

West Delray Beach has a new choice in home phone service.

call **844.239.9195** today.



Community events and meetings



Summary of events in West Delray Beach, FL May—August 2015

May 14: Meeting with AAPD

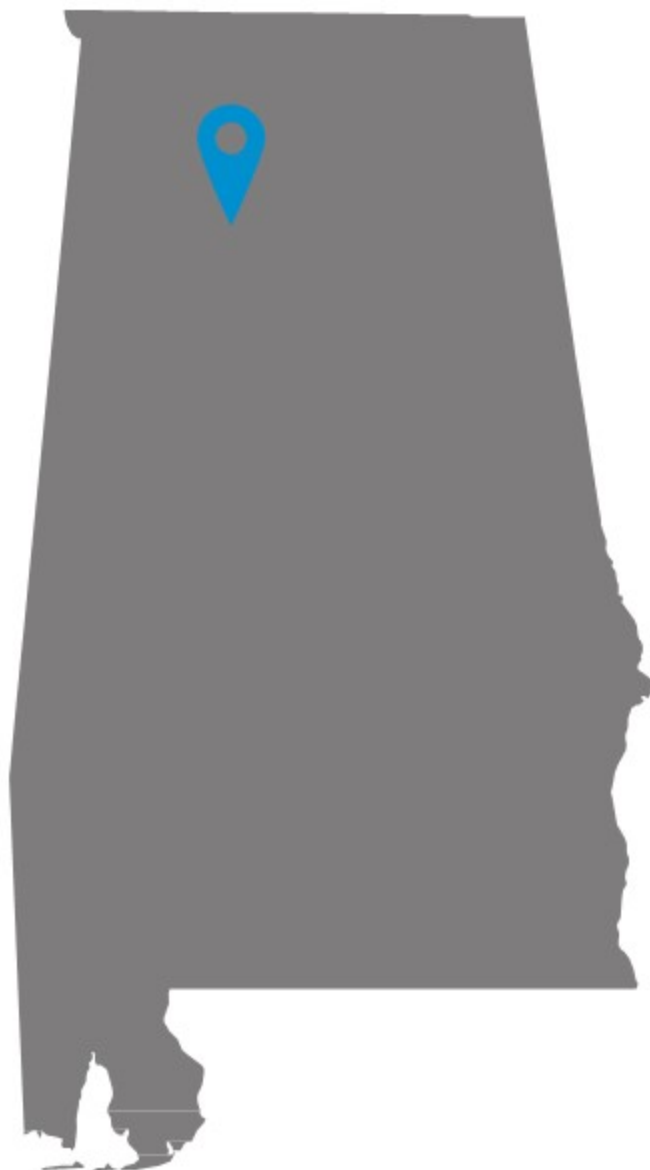
- AT&T and AAPD partnered to convene meeting at the South County Civic Center.
- This meeting is the second in an effort to develop relationships with local and community-based disability organizations.
- Goal of this meeting and developing these relationships is to learn more about the technological needs of their members, customers and community members with disabilities, address issues and concerns, and seek assistance reaching community members who may be impacted by the trials.
- In addition to representatives from AAPD and AT&T, representatives from local organizations including the Florida Agency for Persons with Disabilities, the South Palm Beach chapter of the Hearing Loss Association of America, the Palm Beach County Association of the Deaf, and the Florida Association of the Deaf attended.
- Next steps include focusing more attention on further engaging the deaf and hard-of-hearing community in the West Delray Beach area to share information about the trial and answer their questions and working with these local organizations to continue sharing information about the trial.

June 11: Senior Tech Training held at Palm Greens

- Senior tech training event held in partnership with, and at, the Palm Greens Condominium, a 55+ community in the West Delray Beach area.
- 30 attendees were able to ask questions and learn more about the trials and the newer products and technologies that they will make more readily accessible. Specifically, attendees were able to learn more about how to use smartphones and tablets, and about specific apps that might be helpful in their day to day lives.
- This was the latest in a series of tech training events aimed at seniors that have been held around the West Delray Beach community in partnership with local organizations and homeowners associations. These training events take place right at the complexes where seniors live (or at the Community Centers in their complexes) making it easy for them to attend, and are structured to be one-on-one or small group in nature so that attendees can get personalized instruction on how to use the devices or products that have specific questions about and address any concerns or questions that they have about the trial.



Carbon Hill, Alabama



Summary of events in Carbon Hill, AL May—August 2015

12 total events and meetings between May and August 2015:

- Five information sessions convened at the Carbon Hill Community Center.
- A meeting with the Carbon Hill Advisory Council
- Participation in the Middle Alabama Area Agency on Aging's (M4A) Annual Older Americans Month Picnic & Health Fair in Sumiton, Alabama
- A senior tech training held in partnership with Family, Career and Community Leaders of America (FCCLA) at the Carbon Hill High School.
- An end-of-school-year celebratory event for FCCLA members who participated as senior trainers for the senior tech training events.
- Participation in the Kansas Day Event in Kansas, Alabama
- A site visit by the RAND research team conducting the FCC survey on the Carbon Hill trial
- An informational event held in partnership with AT&T Home Solutions to answer questions and provide information to those customers in the Carbon Hill who will receive access to products and services including AT&T U-Verse® as a result of the trial

Upcoming events in the second half of 2015 include:

- Continued, monthly information sessions at the Carbon Hill Community Center. Additional potential information sessions at the Kansas City Hall.
- Continued meetings of the Carbon Hill Advisory Council.
- Continued senior tech trainings in partnership with the Carbon Hill chapter of FCCLA and the Alabama Department of Senior Services.
- Participation in Carbon Hill's annual HillFest event October 16 and 17.
- Continued engagement of local and national senior, disability and consumer groups and organizations.
 - Continued work with AAPD and with the Alabama Institute for the Deaf and Blind (AIDB).
 - Planned tour of AIDB's E.H. Gentry facility.
- Potential tech trainings with local disability organizations, based on their guidance.





Meeting Consumer Demand for advanced Internet-based services



New Connections on the Horizon in Carbon Hill
By Fred McCallum, President — AT&T Alabama

Carbon Hill has been proposed by AT&T as one of two locations in the country where we will implement a new trial technology program overseen by the Federal Communications Commission (FCC). This will serve as the model for providing our customers with access to our ultra-fast, Internet-based network.

What we learn together in Carbon Hill will enable cities, small towns and rural communities across America to take advantage of this communications technology.

We are excited to work with our customers, to hear about their experiences and to understand what we can do to make their transition to the future of technology safe, easy, simple and seamless. We will be on the ground in Carbon Hill talking to customers about their communications needs, so that we can find solutions and put them in place — both here in Alabama and around the country.



 Please follow us on Twitter



Community events and meetings



Highlights from Alabama outreach and meetings May—August 2015

May 8: Participation in M4A Annual Older Americans Picnic and Health Fair

- Held at the Sumiton Senior Center in Sumiton, AL with more than 150 attendees and 15 vendors, including AT&T.
- Answered attendees' trial-related questions and discussed different technologies' benefits for older consumers and those with disabilities. Also talked to representatives of attending organizations including Alabama Institute for the Deaf and Blind and the State Dept. of Disability Rights and Resources.

May 11 and 12: Site visit by RAND research team conducting FCC research on trials

- Site visit by representatives from RAND conducting research related to the trial for the FCC
- AT&T Alabama representatives provided an overview of the Carbon Hill trial, took RAND team for a tour of the trial area and conducted site visits at the Carbon Hill wire center and a local cell tower.

June 23: Carbon Hill marketing event

- Partnered with AT&T's customer business units to hold event at the Carbon Hill Community Center.
- Provided information to those customers who would receive access to newer products like AT&T U-verse® and the Wireless Home Phone as a result of the trial.
- Will hold future customer marketing events in the coming months, with eligible customers using a variety of methods including social media, direct mail and the Carbon Hill microsite.

July 30: 4th meeting of the Carbon Hill Advisory Council

- Attended by 13 Council members. Council members include: local mayors, city council members, PSC, electric board, and local 911 representatives, the high school principal and others.
- Provided an update on the trial and recent meetings and activities including: RAND site visit, customer marketing event and AT&T senior tech training partnership with FCCLA.





National



Summary of outreach to senior and consumer communities

Seniors/Aging

- Outreach, education and engagement of the aging community is a priority in both trial locations.
- To date, a number of meetings and events targeting seniors have taken place in both locations. These include “tech trainings” where senior citizens have been able to learn about and experience IP-powered products and devices.

Consumer

- AT&T has engaged Consumer Action and Call for Action to enhance our outreach efforts and strengthen relationships with local community and faith-based organizations (CBOs).
- To date, Consumer Action has:
 - Developed materials and a [website](#) about the IP trials and works with CBOs to distribute materials
 - Developed relationships and held initial meetings with key CBOs in Delray Beach
 - Scheduled a series of 13 trainings with key CBOs in October and another 6 in December to discuss the IP Trials
- Call for Action is educating its Birmingham-based volunteers to respond to and redirect any inquiries about the IP trials. To date they have:
 - Developed background materials for volunteers
 - Held a volunteer briefing with AT&T
 - Begun developing scripts for responding to inquiries and FAQs for media partner websites



"214" Customer Notifications

Description: A summary of Section 214 grandfather and sunset customer notifications by AT&T to TDM trial customers. The report will summarize by product the date of notification and the number of customers notified. The Customer Notification Report is a consolidated report of consumer, business and wholesale notifications.



214 Customer Notification Report

No discontinuance notices were sent in 2Q15, thus there is nothing to report.

